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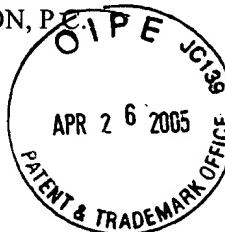
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30743 7590 02/01/2005

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04/27/2005 MBEYEN2 00000158 090458 09723519

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(Depositor's name)	
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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/723,519	11/28/2000	Howard Young	FIS9-2000-0283	6445

TITLE OF INVENTION: CUSTOMER RELATIONSHIP MANAGEMENT BUSINESS METHOD

APPLN. TYPE	SMALL ENTITY	ISSUE FEE	PUBLICATION FEE	TOTAL FEE(S) DUE	DATE DUE
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nonprovisional	NO	\$1400	\$0	\$1400	05/02/2005
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EXAMINER	ART UNIT	CLASS-SUBCLASS
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MEINECKE DIAZ, SUSANNA M	3623	705-010000
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1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).

Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached.
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Whitham, Curtis & Christofferson, P.C.

1 Jay H. Anderson

2 _____

3. ASSIGNEE NAME AND RESIDENCE DATA TO BE PRINTED ON THE PATENT (print or type)

PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 3.11. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE

(B) RESIDENCE: (CITY and STATE OR COUNTRY)

International Business Machines Corporation Armonk, New York

Please check the appropriate assignee category or categories (will not be printed on the patent): Individual Corporation or other private group entity Government

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a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27. b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

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Authorized Signature

Date March 2, 2005

Typed or printed name Marshall M. Curtis

Registration No. 33,138

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